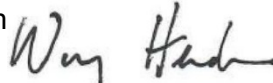




September 24, 2021

Child Welfare Licensing Memo Series 2021-27-lic

To: DCF/DMCPS Administrator
DCF Area Administrators
Child Welfare Agency Directors
County Departments of Community Programs Directors
County Departments of Human Services Directors
County Departments of Social Services Directors
Group Home Providers
Tribal Social Service/Indian Child Welfare Directors
Residential Care Center Providers
Shelter Care Providers
Tribal Chairpersons

From: Wendy Henderson
Administrator 

RE: **24/7 Nurse Telehealth Resource**

Purpose:

The Family First Prevention Services Act (FFPSA) was passed by Congress in 2018. This law restructures how the federal government allocates funds to the child welfare system to improve outcomes for children and families. One way that FFPSA does this is through the creation of qualified residential treatment programs (QRTPs). One of the requirements for certification as a QRTP, as noted in chapter DCF 61.03(2) of the Wisconsin Administrative Code, specifies that a QRTP shall have a registered nurse or licensed practical nurse on-site according to the facility's trauma-informed treatment model and available 24 hours a day and 7 days a week. This memo will provide information on a 24/7 nurse telehealth resource that will be available to all congregate care providers to assist in meeting this requirement.

Background:

The department issued a request for bid (RFB) in May 2021 for contract nurse telehealth services to assist congregate care providers in QRTP implementation. The contract was subsequently issued to a contractor that will be providing this service, which is accessible to all congregate care facilities licensed by the department.

Information Summary:

Starting October 1, 2021, all congregate care facilities licensed by the department (group homes, residential care centers and shelter care facilities), regardless of QRTP certification status, will have access to the 24/7 nurse telehealth line. This service is free of charge for congregate care facilities at this time.

To access the 24/7 nurse telehealth line, congregate care providers may call the following toll-free number: 1-833-763-2001.



Utilizing the nurse telehealth line should in no way replace the regular healthcare plan and services for a youth placed in a congregate care facility or any follow-up care requested by the youth's physician.

Likewise, all requirements in statute and administrative rules must still be followed (e.g., the administrative rules regarding notification of medication administration errors or refusals, see: sections DCF 57.25(4), 57.25(5), 57.25(7)(e)3.b., 52.46(2)(a)5., and 52.46(5)(e)3.b. of the Wisconsin Administrative Code).

CENTRAL OFFICE CONTACT: Child Welfare Strategic Initiatives Specialist
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(262) 446-7858

MEMO WEBSITE: <https://dcf.wisconsin.gov/cwportal/policy>